

**Health Literacy and
Discharge Education:
I Didn't Understand!
Part 1**

Presented by: Lawrence Bryant, PhD, MPH, BSW, RRT

RELIAS
NURSE.com | NUTRITIONdimension | continuingEDUCATION.com

Thank you!
Johnson and Johnson

RELIAS

2

Disclosures

Lawrence Bryant, PhD, MPH, BSW, RRT, Assistant Professor, Health Promotion, Physical Education, Kennesaw State University, has no financial relationships to disclose.

The authors and planners of this course have declared no relevant conflicts of interest that relate to this educational activity.

Relias LLC guarantees this educational activity is free from bias.

This webinar is supported by Johnson and Johnson.

This presentation is the sole property of Relias LLC and cannot be reproduced or used without written permission.

RELIAS

3


Section A

Section A is the first **15 minutes** of your learning experience.

Enjoy!

RELIAS

4




Health Literacy and Discharge Education: I Didn't Understand! Part 1

Presented by: Lawrence Bryant, PhD, MPH, BSW, RRT

RELIAS
NURSE.com | NUTRITIONdimension | continuingEDUCATION.com

Your Presenter

- Over 40 years of experience as a clinical respiratory therapist
- Accomplishments
 - Work with the Georgia Department of Public Health/Department of Behavioral Health managing an opioid and prescription drug overdose prevention project
 - Published writer
 - Academic educator
 - Experienced presenter
- Commitment
 - Dedicated to education around health disparities, substance use disorders, HIV/AIDS, and student dissertation mentoring



Lawrence Bryant
PhD, MPH, BSW, RRT

RELIAS

Goal and Learning Outcomes

The goal of this presentation is to discuss the definition and complexities of **health literacy** in light of the opioid crisis.

- Upon completion of the webinar, learners will be able to:
 - **Define** health literacy
 - **Discuss** background issues of health literacy

7

RELIAS

Defining Health Literacy

- “Literacy is a set of reading, writing, basic math, speech, and comprehension skills.”^(p1)
- Health literacy is “the degree to which an individual has the capacity to obtain, communicate, process, and understand basic health information and services to make appropriate health decisions”^(What is health literacy?)



8

CDC. 2009, p1; What is health literacy? 2016

RELIAS

Why is Health Literacy Important?

- To improve healthcare quality and safety
- To increase the efficiency of healthcare and public health service delivery
- To improve the public health information infrastructure
- To support care in the community and at home
- To facilitate clinical and consumer decision-making
- To build health skills and knowledge

9

RELIAS

Limited Health Literacy

- “‘Limited health literacy’ happens when people’s literacy and numeracy skills” are inadequate to understand the technical and unfamiliar information that organizations and health services use.
- “... research shows that many health and healthcare activities are unfamiliar, complicated, and technical to most people.”



10

Understanding health literacy 2016

RELIAS

Limited Health Literacy is Directly Related to:

- Increased hospital stays
- Longer hospital stays
- Increased ER visits
- Medication errors
- Increased cost of care
- Higher level of illness



11

Morr M. 2017; Quick guide to health literacy

RELIAS

Populations Most at Risk for Limited Health Literacy

- Adults over the age of 65 years
- Racial and ethnic groups other than White
- Recent refugees and immigrants
- People with less than a high school degree or GED
- People with incomes at or below the poverty level
- Non-native speakers of English
- "And JCAHO has mandated that patients be given information that they understand"^(Health literacy)

12

Health literacy: hidden barriers and practical strategies 2017

RELIAS

Health Equity

- "... providing every person with the same opportunity to stay healthy or to effectively cope with disease and crisis, regardless of race, gender, age, economic conditions, social status, environment, and other socially determined factors."
- "... achieved only by creating a receptive and favorable environment in which information can be adequately shared, understood, absorbed, and discussed by different communities and sectors in a way that is inclusive and representative of vulnerable and underserved groups."

13

Schiavo R. 2014

RELIAS

Background



According to the Department of Education (DOE), only 12% of English speaking adults in the US have proficient health literacy skills.



According to the Department of Health and Human Services (DHHS), 9 out of 10 adults have difficulty using basic health information available in our healthcare facilities, retail outlets, media, and communities.



Low literacy disproportionately impacts minorities and lower social economic groups.

14

America's health literacy: why we need accessible health information

RELIAS



Psychological Cost

- Studies show that individuals with limited health literacy report feeling a sense of shame about their skills/abilities.
- They may hide their struggles with reading and math comprehension; therefore, these factors may be invisible to healthcare providers.

15

Schiavo R. 2014

RELIAS

Section B

This is the second **15 minute** segment of the webinar! Feel free to take a break. Or, you may continue learning with the remaining 15 minutes of this webinar.

16

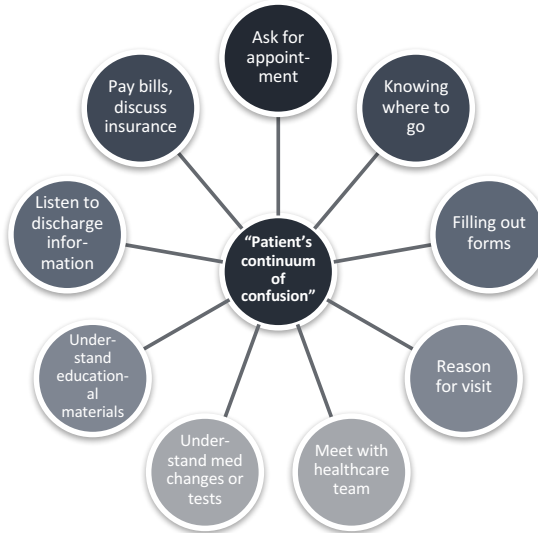
RELIAS



Overwhelming Health Messages

- People must locate and navigate information in a complex health system for accuracy, credibility, and quality.
- Health information comes from many sources, family, friends, TV, radio, newspapers, schools, websites, doctors, pharmacists, nurses, social workers, occupational therapists, and many more.
- Patients must analyze the risks and benefits.
- Cost is an influential factor.

And the Process is Becoming More Complex

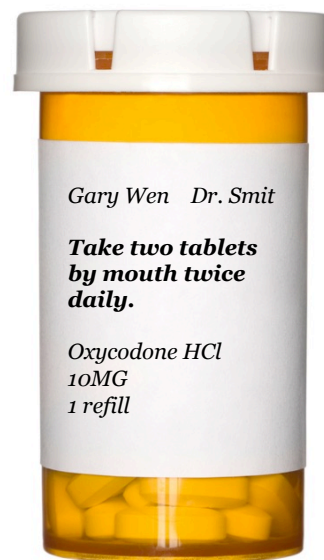


19

Graphic based on AMA Foundation 2007, p13

RELIAS

“Show Me How Many Pills You Would Take in 1 Day.”



20

RELIAS

Understanding Health Literacy and IT

- “The increase in online health information and services challenges users with limited literacy skills or limited experience using the Internet.”
- “Much of this stress can be reduced through the application of evidence-based best practices in user-centered design.”
- “Disparities in access to health information, services, and technology can result in lower usage rates of preventive services, less knowledge of chronic disease management, higher rates of hospitalization, and poorer reported health status.”



21

Health communication and health information technology

RELIAS

Understanding Health Literacy and IT

- “... the Internet is stressful and overwhelming — even inaccessible. Much of this stress can be reduced through the application of evidence-based best practices in user-centered design.”
- “... despite increased access to technology, other forms of communication are essential to ensuring that everyone, including non-web users, is able to obtain, process, and understand health information to make good health decisions.”
- “These include printed materials, media campaigns, community outreach, and interpersonal communication.”

22

Health communication and health information technology

RELIAS

Patients' Health Literacy May Be Affected If They Have:

- Healthcare providers who use words they don't understand
- Low educational skills
- Cultural barriers to health care
- Limited English Proficiency (LEP)^(HRSA, 2017)



23

Chapter 4: required and additional health services

RELIAS

Low Health Literacy

Some complications patients may encounter:

- "Locating providers and services"
- Filling out complex health forms
- Sharing their medical history with providers
- Seeking preventive healthcare
- Knowing the connection between risky behaviors and health
- Managing chronic health conditions
- Understanding directions on medicine"

24

Health literacy, HRSA, 2017

RELIAS

References

- AMA Foundation. Health literacy and patient safety: Help patients understand. 2007. <https://www.pogoe.org/sites/default/files/Health%20Literacy%20-%20Reducing%20the%20Risk%20by%20Designing%20a%20Safe,%20Shame-Free%20Health%20Care%20Environment.pdf> Accessed July 31, 2018.
- America's health literacy: why we need accessible health information. HHS web site. An Issue Brief From the U.S. Department of Health and Human Services. 2008. <https://health.gov/communication/literacy/issuebrief/> Accessed July 6, 2018.
- CDC. Plain Language Thesaurus for Health Communications. https://www.benaroyaresearch.org/sites/default/files/Plain_Language_Thesaurus_for_Health_Communications.pdf 2007. Accessed July 17, 2018.
- CDC. What we know about... CDC web site. <https://www.cdc.gov/healthcommunication/pdf/healthliteracy.pdf> July 2009. Accessed July 6, 2018.
- Chapter 4: required and additional health services. HRSA web site. <https://bphc.hrsa.gov/programrequirements/compliancemanual/chapter-4.html> Reviewed November 2017. Accessed July 6, 2018.
- Conrardy M, Lank P, Cameron KA, et al. Emergency department patient perspectives on the risk of addiction to prescription opioids. *Pain Med.* 2016;17(1):114-21. doi: 10.1111/pme.12862
- Health communication and health information technology. Healthypeople.gov web site. <https://www.healthypeople.gov/2020/topics-objectives/topic/health-communication-and-health-information-technology> Accessed July 16, 2018.

25

RELIAS

References

- Health literacy. CDC web site. <https://www.cdc.gov/healthliteracy/learn/understanding.html> Reviewed and updated December 19, 2016. Accessed July 17, 2018.
- Health literacy: hidden barriers and practical strategies. AHRQ web site. <https://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/tool3a/index.html> Created January 2015. Reviewed December 2017. Accessed July 16, 2018.
- Health Literacy. HRSA web site. <https://www.hrsa.gov/about/organization/bureaus/ohe/health-literacy/index.html> Reviewed November 2017. Accessed July 17, 2018.
- Morr M. Longer hospital stay linked to low health literacy. *Clinical Advisor.* October 11, 2017. <http://www.clinicaladvisor.com/hospital-medicine-information-center/health-literacy-associated-with-hospital-length-of-stay/article/699283/> Accessed July 31, 2017.
- Opioid overdose: opioid data analysis. CDC web site. <https://www.cdc.gov/drugoverdose/data/analysis.html> Reviewed and updated February 9, 2017. Accessed July 31, 2018.
- Opioid overdose: prescription opioids: addiction and overdose. CDC web site. <https://www.cdc.gov/drugoverdose/opioids/prescribed.html> Reviewed and updated August 29, 2017. Accessed July 6, 2018.
- Porter K, Chen Y, Estabrooks P, Noel L, Bailey A, Zoellner J. Using teach-back to understand participant behavioral self-monitoring skills across health literacy level and behavioral condition. 2016;48(1):20-6. doi: 10.1016/j.jneb.2015.08.012
- Plain language materials & resources. CDC web site. <https://www.cdc.gov/healthliteracy/developmaterials/plainlanguage.html> Reviewed and updated December 19, 2016. Accessed July 17, 2018.

26

RELIAS

References

- Quick guide to health literacy. <https://health.gov/communication/literacy/quickguide/factsliteracy.htm> Accessed July 31, 2018.
- Shiuvo R. *Health Communication: From Theory to Practice*. 2nd ed. San Francisco, CA: Jossey-Bass; 2014.
- Understanding health literacy. CDC web site. <https://www.cdc.gov/healthliteracy/learn/Understanding.html> Reviewed and updated December 2016. Accessed July 16, 2016.
- U.S. Department of Health and Human Services, Office of Disease Prevention and Health Promotion. National Action Plan to Improve Health Literacy. Washington, DC: Author; 2010.
- U.S. Department of Health and Human Services, Office of Disease Prevention and Health Promotion. National Action Plan to Improve Health Literacy. Washington, DC: Author; 2010. Available from https://health.gov/communication/HLActionPlan/pdf/Health_Literacy_Action_Plan.pdf Accessed July 6, 2018
- Vanderbilt AA, Dail MD, Jaber P. Reducing health disparities in underserved communities via interprofessional collaboration across health care professions. *J Multidiscip Healthc*. 2015;8:205-8. doi: 10.2147/JMDH.S74129
- Waszak DL, Mitchell AM, Ren D, Fennimore LA. A quality improvement project to improve education provided by nurses to ED patients prescribed opioid analgesics at discharge. *J Emerg Nurs*. 2018;44(4):336-44. doi: <https://doi.org/10.1016/j.jen.2017.09.010>
- What is health literacy? CDC web site. <https://www.cdc.gov/healthliteracy/learn/index.html> Reviewed and updated December 13, 2016. Accessed July 6, 2018.



27

Continuing Education Credit

For a listing of upcoming webinars:

- Nurse.com/Webinars
- ContinuingEducation.com
 - Search by your profession for webinars

For a listing of available FREE online CE courses:

- Nurse.com/FreeCE
- ContinuingEducation.com
 - Search by your profession for any available free courses



28

Courtesy of
Johnson and Johnson

Thank you.



RELIAS